



City of Hutto--Job Description Utility Account Specialist

FLSA Status:	Non-Exempt	EEOC Category:	Admin Support Worker (5)
Pay Group:	\$13.00 - \$15.00 per hour DOQ	Last Revised:	September 25, 2008

Job Summary

Manage utility billing system for City utilities, including water, wastewater and trash disposal.

Duties, Functions and Responsibilities

Essential duties and functions - pursuant to the Americans with Disabilities Act, may include the following.

Receipts daily utility payments and posts payments to appropriate utility accounts in a timely manner with a high level of accuracy.

Process requests for new accounts, transfer of services and disconnection of services.

Reviews customer accounts, resolves discrepancies and calculates adjustments as necessary.

Process monthly utility bills and applicable late notices. Assist with monthly disconnections of delinquent accounts. Assist in the collection of the non-payment of returned checks. Assists with the processing of meter read data.

Provide excellent customer service to customers regarding billing fees and extensions.

Keep abreast of state of the art techniques regarding utility billing systems.

Greet the public and refer customers to appropriate departments as necessary.

Ensure that City of Hutto policies and ordinances regarding utility services are reflective of an innovative government.

Provides administrative support to the Finance Department.

Provides backup coverage to the Municipal Court.

Other related duties may be assigned.

Responsibilities - Supervision and/or Leadership Exercised:

This is a non-supervisory position with regular interaction with general public and water supply entities. Must be able to ensure fair and equitable treatment of all utility customers. The Utility Account Specialists reports to the Customer Service Manager.

Knowledge, Skills, and Abilities

Ability to prioritize and coordinate work assignments and meet required deadlines. Proficiency required in Microsoft Office and financial software programs. Must have superior communication skills and possess a strong understanding of municipal operations and have the ability to work independently in absence of specific instruction or supervision. Knowledge of generally accepted accounting principles especially related to governmental finance and must have superb customer service skills. Perform accurate cash management duties and maintain a computerized utility billing system.

Minimum Qualifications

Education – High school graduate or GED with preference given for an Associates degree or 60 hours from an accredited college or university in business administration, public administration or closely related field.

Experience – Two years of progressively responsible accounting experience preferably in a municipal environment.

– Or –

Any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

Licenses or Certifications Required

- Texas Driver's License with acceptable driving record

Environmental Factors/Physical Requirements

- Work is performed in an office environment.
- May be subject to repetitive motion such as typing and data entry.
- May be subject to extended periods of sitting, standing and speaking with exposure to diverse members of the public.
- May be subject to extended periods of intense concentration in the review of legal documents, contracts, ordinances, resolutions, financial records and related material.
- May be subject to bending, reaching, kneeling and lifting of files/records weighing up to 30 pounds.

Working Conditions

Standard work schedule will be 8:00 a.m. to 5:00 p.m. Monday through Friday with occasional after hour assistance to the Public Works Department with reconnections. Must be able to work independently and interact productively with diverse staff members and the public with frequent interruptions.

Acknowledgement

I acknowledge that I have read and understand the duties required of this position and further affirm that I am physically and mentally able to perform the duties as described. This job description does not constitute an employment agreement and is subject to change as deemed appropriate by the City of Hutto.

Department: Finance

Applicant: _____

Date: _____

Signature: _____

<p>This description is intended to indicate the type of tasks and levels of work difficulty required for this position. It is not intended to limit or in any way modify the right of management to assign, direct and guide the work of employees. The listing of duties and responsibilities should not be considered to exclude other duties not mentioned that are of similar kind or level of difficulty.</p>
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All candidates for employment at the City of Hutto are required to submit to a criminal background investigation. Upon receiving a conditional letter of offer, the candidate will also be required to complete a drug screening.